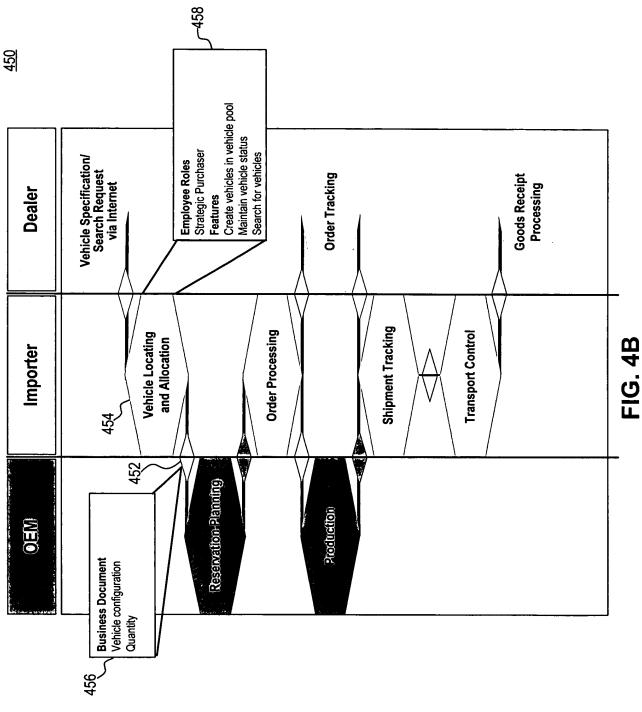


FIG. 2B

| | 300 | | | | | | | | | | |
|-----|--------------------|--|---|---|-------------------------------------|--|--|--|---|--|---|
| 308 | Value Potential | \$ 800 per vehicle** From 75 to | 35 days** 5.1%*** | 27.2%*** | | 7.5%*** | 12.6*** | | | 5.5%*** | 310 |
| 306 | Business Benefits | Cost advange via online sales | | Information Interactive configuration | Speed up buying | Consistent Dealer Database | Online information to customer reduces time of communi- cation | Pooled data on cars available | Visibility of tracking status | Speed up handing over of vehicle | Increased customer satisfaction |
| 305 | Dealer | Vehicle Specification 304 Search Request | 334 | 304 | 304 | Order Tracking | 304 | Goods/Receipt | | | |
| 305 | प्राकृत्यंदर | Vehicles Searc | Vehiclo Locating and Allocation | Reservation Planning 304 | rder/Process | Production | Shipment Trecking Trensport@ontrol | 0000 001 | | | |
| 302 | (NEIO) | | | तिस्डरम् | | 304 | | | | | |
| 306 | Business Benefits | Reduced delivery times | Cost advantage via online sales | Reduction in Supply Chain Costs | - Reduced | Collect | | Improved market intelligence Faster reaction to | market trends | customer satisfaction | Increased planning security and quality |
| 308 | Value Potential | Up to 75% 2 months - 2 weeks* | \$ 250 per vehicle** | Up to 14%** | | | | | | | |

Sources: * Major European Automotive Company
** Goldman Sachs Research Analysis, January 2000
*** Percentage of Cost of Sales for new vehicle
(DM 453,588 for Germany), Harvard Business manager, 1/2000

FIG. 3



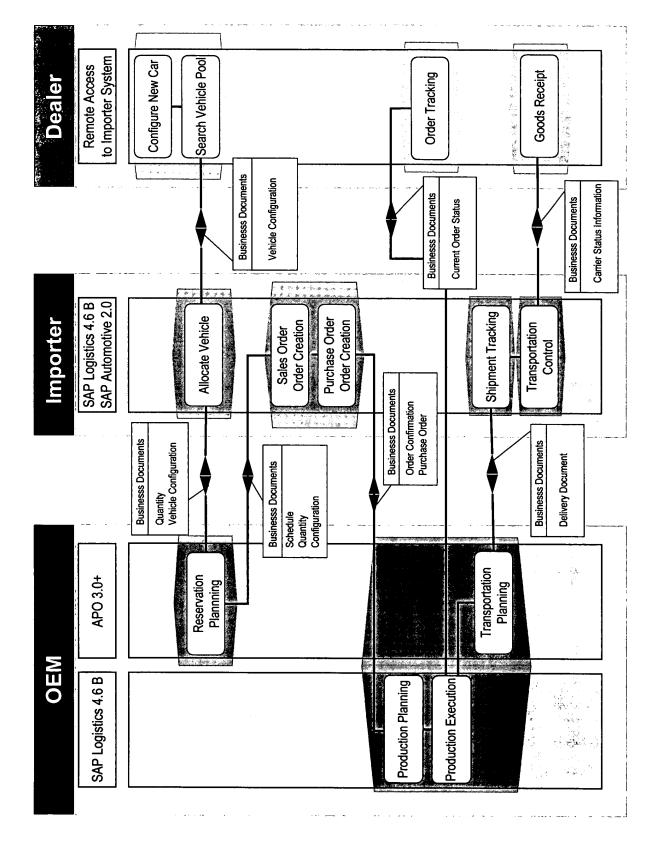


FIG. 5

SAP Automotive Aftermarket - Edition 2000

Vehicle Business

| Welticle Planning | Wehicle Procurement | Configuration and Pricing | Wehitele Seerch & Allocetton, Delivery Dete Çelculetion | New Cer Sele | Used Car Sale | Vehicle Distribution end Trenspertetion | (myaleting) |
|---|--|---|--|---|--|---|---|
| ◆ Forecast Planning (\$2, \$110, \$32, \$20) ◆ Submission Forecast Figures to Manufacturer / Importer (\$2, \$110, \$32, \$20) | Manufacturer Order (S2, S110, S32, S20, ♠) Intercompany Order (S2, S110, S32, S110, S32, S20, ♠) | Manufacturer Options (S2,♠) Options (S2,♠) Options (S2,♠) Specific Pricing (S2,♠) | ► Vehicle Locator (S2, S110, S20, S20, S20, O Delivery Date Calculation (S2, S20, S20, S20, S20, | ▼ Quotation (S2, S110, S20, S32) ▼ Vehicle Sale (S2, S110, S20, S20, S32) Ø Mobile Sales (S2, S110, S20, S32) | Quotation O Used Car (S2, S110, S20, S210, S20, S32) S20, S32) S20, S32) O Transformation I Refurbishing Sale (S2, S110, S21, S110, S21, S20, S32) S20, S32) S32) Mobile Sales (S2, S110, S20, S32) S32) Mobile Sales (S2, S110, S21, S110, S210, S210, S210, S210, S210, S210, S22) | © Import Administration (S2, S110) ■ Stock / Inventory Control (S2, S110, ♠) ■ Delivery (S2, S110, ♠) | ▶ Customer Invoicing (\$2) ♠ Manufacturer / Customer Invoicing (\$2) ▶ Profitability Analysis of Vehicle Sales (\$2,\$3 \$21 |
| | | | 1 | | | | |

FIG. 6

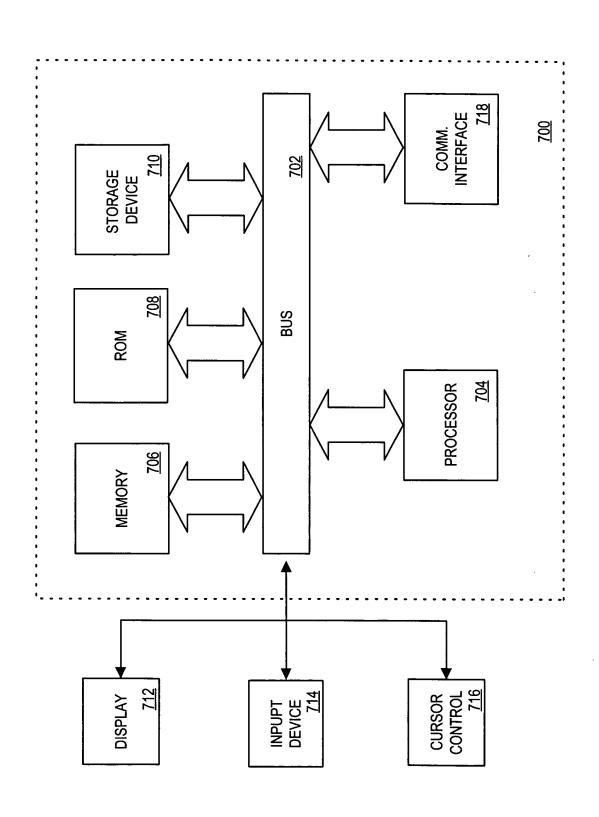


FIG. 7